

Integrated policy for quality, health, safety and environment, anti-corruption and information security

Enel X Global Retail is the Group's commercial division whose mission is to offer customers energy and a wide range of related products and services. **Enel X Global Retail** offers an ecosystem of concrete, effective, accessible and innovative solutions, ranging from integrated offers, to products and services for energy efficiency, passing through electric mobility and fiber.

Customers, whether residential, small, medium and large enterprises, or the public administration, become active protagonists of the energy transition and the role of Enel X GR is to accompany them and respond to their needs by pursuing proximity and a complete, simple and immediate experience, acting as a reliable partner for all energy needs.

In pursuing this mission, **Enel X Global Retail** is committed to complying with applicable regulations, to undertaking voluntary and proactive initiatives and to adopting an **Integrated Management System** based on the principle of continuous improvement and oriented towards the best standards on Quality, Health, Safety, Environment, Anti-corruption and Information Security.

In line with the principles and guidelines of the **Enel Group**, **Enel X Global Retail** considers the health, safety and psychophysical integrity of people to be its most precious asset and therefore works to ensure a healthy, safe and sustainable environment for all people involved or affected by its activities, paying particular attention to the needs of stakeholders. In addition, it implements environmental policies aimed at protecting the environment and enhancing opportunities for improvement and business, with initiatives aimed at promoting resilience and adaptation to climate change.

Enel X Global Retail, aware that corruption is an obstacle to economic, political and social development, is constantly committed to promoting a culture of integrity, transparency and compliance in compliance with applicable regulations and the ethical principles of the Enel Group.

Enel X Global Retail is committed to implementing and maintaining a management system for the security and protection of data and information in order to protect their confidentiality, integrity and availability.

Enel X Global Retail is also committed to:

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promote and reinforce a culture of health, safety and environmental protection for the benefit of everyone involved in its business, raising prevention and management of the existing risks and an always critical approach in the preparation and implementation of activities, in order to carry out work that is of quality and without accidents. Providing all staff and contractors the authority to stop promptly any activity that may endanger the health and safety of people and local communities or that might cause damage to the environment;
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promote and diffuse an innovation culture within processes, technologies, development and scouting of products and services with high added value, leveraging the activities carried out internally and collaboration with external partners;
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adopt working methods and processes inspired by quality and operational efficiency, ensuring their dissemination through effective training and education. Promote the dissemination of a culture aimed at product safety, certification and environmental compliance, in compliance with the regulations applicable in the countries in which Enel X Global Retail products are marketed;
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ensuring sustainability in business development, promoting the involvement of employees, customers and stakeholders in order to generate shared value for communities, future generations and the Enel Group;
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protect the environment by minimizing business impacts and promoting opportunities for improvement and business through the adoption of the Enel Group's strategies on climate change and biodiversity, applying the best available standards and technologies at all stages of the business together with contractors and suppliers, considering the entire product life cycle and the concept of circular economy;
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establish a rigorous process for the identification, selection and management of contractors and suppliers, adopting a relationship of mutual collaboration and trust, regularly monitoring their activities in order to ensure the desired quality levels and aligning their operational, health, safety and environmental standards with those of the Enel Group;
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prohibit and strive to prevent any conduct that could be classified as corruption or attempted corruption;
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encourage the reporting of alleged corrupt conduct and practices without fear of repercussions, and sanction any conduct that does not comply with the anti-corruption principles of the Enel Group's "Code of Ethics", the Enel Group's "Zero Tolerance Plan for Corruption" and the "Organizational Model pursuant to Italian Legislative Decree No. 231", which, together with Enel's "Global Compliance Program" for non-Italian subsidiaries, constitute the pillars of its Management System for the prevention of corruption; to this end, a compliance function for the prevention of corruption shall be established, which shall be guaranteed full authority and independence;
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guarantee the confidentiality and integrity of information and personal data, granting their availability only to duly authorized subjects through specific IT processes and tools, preserving the consistency and reliability of the data managed and stored, and ensuring their protection and security.

In doing so, **Enel X Global Retail** pays constant attention to its customers and all those who come or will come involved in its activities, ensuring that their needs are met and providing products and services with high quality standards. The present policy shall be promoted and diffused within the whole organization and stakeholders. I consider it is essential that all **Enel X Global Retail** colleagues support these principles, actively contributing to the achievement of the objectives set. Accordingly, commitment, effectiveness and application of this policy will be periodically reviewed in order to always ensure its full compliance with the **Enel X Global Retail's** strategy and that it is appropriate for the context in which it operates.

The Head of Enel X Global Retail

Francesca Gostinelli

